



PATENT

Docket No. RSW920000026US1 #4
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS: Carl T. Anderson, Gregory F. Bush,
Michael Faoro, Susan E. Kahler, Alberta Lee,
Janet L. Leskovec, Susan E. Liles,
Lynn Percival and Keith A. Wells

APPLICATION NO. 09/592,387

FILED: June 12, 2000

CASE NO. RSW920000026US1

TITLE: USER ASSISTANCE SYSTEM

Examiner: T. Chuong
Group Art Unit: 2174

CERTIFICATE OF MAILING

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being deposited with the United States Postal Service as first-class mail, postage prepaid, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on August 8, 2003.

August 8, 2003
Date

Lynn M. White
Lynn M. White

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

AUG 14 2003

Petition for Extension of Time Under 37 CFR 1.136(a)

Technology Center 2100

Sir:

It is hereby requested that the term to respond to the Examiner's Action of April 11, 2003 be extended one month, from July 11, 2003 to August 11, 2003.

A check to cover the extension fee is enclosed. The Commissioner is hereby authorized to charge any additional fees or credit any overpayment associated with this communication to Deposit Account No. 19-5425. A duplicate of this letter is attached.

08/13/2003 RMEBRAHT 00000025 09592387

01 FC:1251

110.00 DP

Respectfully submitted,

Mark D. Simpson

Mark D. Simpson
(Registration No. 32,942)

August 8, 2003

SYNNESTVEDT & LECHNER LLP
Suite 2600 Aramark Tower
1101 Market Street
Philadelphia, PA 19107
(215) 923-4466